

## Agency Operations Plan 2015-17

### Agency:

Veterans Affairs
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### Line of Business: (optional)

Service to North Dakota Veterans
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### Contact:

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### Technology Strategy:

ND DVA's strategic plan includes building awareness of services available to North Dakota Veterans. This is accomplished through e-mail correspondence, Face Book and PSA's with veteran service officers and organizations (public and private) on benefits available and changes to those benefits as well as information on our website. Our website is becoming an increasingly important resource tool for our veterans and those who service our veterans.

### Technology Infrastructure:

#### *Server Applications:*

The agency's website is hosted by ITD. The website has been redesigned and website content has been converted to Drupal CMS. This allows our agency staff to make changes and updates to keep the website current.

The Department also utilizes social media such as Facebook to help connect with veterans and their dependents.

#### *Desktop/Laptops:*

The current operating system in use is Windows 7 and productivity software is Microsoft Professional Plus 2010.

Desktop PCs and Notebooks are replaced every four years. Flat screen monitors are replaced as they fail, which we assume 10% per year will fail. Printers are replaced as they fail. Projector and scanner capability reviewed for compatibility with software upgrades.

IPads are used by staff when doing outreach and attending conferences. This allows staff access to the Department's "P" drive on the state network which contains shared department files and allows for contact with the department thru email.

Only one staff member presently uses a smartphone which is state supplied. Her job requires much travel and she needs to be able to stay in touch with the rest of the department and her clientele.

*Client Applications:*

The Grant Hardship Program tracks approved / disapproved applicants along with vendor payments. MS Access is used for the database which runs on Windows 7 operating system. ITD provides technical support for program enhancements.

Nortridge Loan System (NLS) tracks approved / disapproved Veterans Aid Loan applicants. It processes loan payments, provides ACH capabilities, calculates late payment fees, and adjusts for collection and charge off accounts. A maintenance agreement NLS provides technical support, program upgrades, and nightly offsite backup.

CBC Innovis provides the ability to access credit bureau reports for loan eligibility and skip tracing for delinquent accounts. It is internet based software on a secured website.

VetraSpec is a secure, online Veteran claims management software built for veteran service officers and state departments to track federal claims, complete forms and capture forms electronically. The State Department software provides for one database with access granted to individual counties/users. This allows for all data to be accessible by all users across the state at all times. Permissions can be applied to restrict/grant access as needed. It will provide "paperless" submission of claims to the U.S. Department of Veterans Affairs in the future. DataSpec handles all backups, maintenance and support for the program.

Discharges are scanned into VetraSpec and reside in the database. They are also uploaded into the State's Filenet database.

Telephone system and internet capabilities provided by ITD.

**Planned Activities:****Planned Activities:**

Search block on our website which will have all services available to veterans in North Dakota. This will be a word search program that will sort the results and map the location of the services for the veteran. User will enter key word they are searching for as well as their zip code. This is being developed by an outside user and will only be a link on NDDVA website, no cost for this service will be paid by NDDVA.

Interactive-shared calendar on website. Have implemented an interactive shared web calendar to get all services, activities and events in North Dakota on one calendar. This is part of NDDVA's mission to coordinate all services to veterans in North Dakota.

**Technologies being considered or investigated:**

Veteran's applications for smart phones: anticipate researching the need, effectiveness and possible uses for a "Veterans App" to be established for ND DVA. No activities so far in this area.